

Summary of Public Recommendations and Complaints

Public Forum Recommendations Summary (129)

Bus Schedules/Lack of Service (15)

Regional Coordination (14)

Intersections/Curb Ramps (13)

Operator/Staff Behavior (12)

Bus Stops/Shelters (10)

Same Day Service (10)

Monitoring (8)

Sidewalks (5)

Accessibility (5)

Fares (2)

Eligibility (2)

Taxi (3)

Elevators/Escalators (2)

Safety/Maintenance (1)

Other (27)

Recommendations: Breakdown (129)

Generic comments addressing all transit resources (35)

Metro Access (17)

Fairfax Connector (19)

Pedestrians (21)

Metro Bus (13)

Fastran (7)

Metro Rail (9)

Medicaid (4)

Seniors On-The- Go! (4)

Recommendations: All modes of transit (35)

Regional Coordination (14)

A need for one transit information center for the region 3
Incorporate forum findings into County transportation plan 2
More coordination between regions of the county
Hold a multi-city conference to promote developing transportation alternatives
Overall coordination of services including bus stops, sidewalks & bus service
Hold quarterly focus groups of users, drivers, and providers to coordinate transportation
Establish a resource clearing house for pooling riders
Create an on-line database for drivers of all services for on-line complaints
Centralized dispatch for all services
Coordinated volunteer transportation services
Improve rideshare opportunities

Operator/Staff Behavior (4)

Adopt Project Action programs for transit drivers including taxi drivers
Improve training of operators & dispatchers
Creation of driver conduct & training standards
Pre-trip wheelchair lifts

Services Monitoring (3)

Designate one Fairfax county staff person to process transit complaints
Periodic street monitoring of transit services
Transportation Planners should ride on bus routes

Fares (2)

Creation of a sliding-fare system based on income

Sidewalks (1)

Development of more accessible/walkable communities

Intersections/Curb Ramps (1)

Establish a standard for accessible traffic signals

Bus Stops/Shelters (1)

Bus Stops need benches & lighting – establish a standard for lighting shelters

Other (9)

Locate affordable housing near bus routes 2
Fairfax County should replicate the Arlington County STAR Program 2
There is a need for a public-relations campaign to educate citizens about the ADA and courtesy to people with disabilities
Consider needs of seniors in planning transit services
Make use of FASTRAN for ADA paratransit

Develop ideas on how to move people from their homes
Dedicated funding source for all transportation services

Recommendations: Metro Access (17)

Same Day Service (5)

Add same-day service 5

Service Monitoring (4)

Monitor vendor performance closely 2

More bus inspections

Service complaints should be addressed by Metro first

Operator/Staff Behavior (5)

Operators should call clients when running late 2

Operators need current maps on board or some other ways to get directions

Customer Service should be the number one priority; riders should be treated with respect

Employ an administrator who cares about the riders

Other (3)

A need for an assisted transportation program for seniors

Expand service to Prince William County

There is a need for adequate communications system for the with deaf/blind - use e-mail

Recommendations: Fairfax Connector (19)

Bus Schedules (5)

Routes from Fairfax to Reston should include reverse-commute routes

Bus stops needed at Fairfax Corner

Routes 505 & 556 should include stops closer to subway and should overlap better

Allow flex routing for side trips

Provide feeder connections from subdivisions

Bus Stops/Shelters (3)

Locate bus stops closer to signalized intersections by crosswalks

Bus stops need brighter lighting as well as benches

Put the route numbers of bus routes on bus stop signs

Lack of Service (3)

There is a need for more frequent bus service

There should be more frequent Sunday/holiday service

Coordinate Fairfax County routes/services with Loudoun County's transit services

Accessibility (2)

A need for bus stop enunciators and visual display for stops

Bus stops should be announced (verbal & signage) in advance

Operator/Staff Behavior (2)

Operators need current maps with directions

Operators need training to work with the passengers with visual disabilities

Monitoring (1)

Monitor bus operations for ADA compliance

Other (3)

More usage of Smart Cards

A need for more funding

A need for public announcements about weather-related rerouting

Recommendations: Pedestrians (21)

Intersections/Curb Ramps (9)

- Curb cuts should exist on either side of corner 2
- Detectable warnings on edge of curb cuts
- Have one curb cut standard
- Install ramps on all median strips in crosswalk
- Install audible signals upon request at crosswalks
- Longer crossing times at intersections
- A need for count-down traffic lights
- Fewer "pork chop" islands at intersections

Sidewalks (4)

- Enforce contractor requirements to mark sidewalk repairs
- Alternative routes should be provided if construction blocks sidewalks
- Install sidewalks in Reston
- Fill in missing sidewalks

Bus Stop/Shelters (3)

- There should be no bus stops installed without sidewalks to access them
- More bus stops near intersections
- Require homeowners to clear sidewalks of brush, trash cans etc

Right Turn on Red (2)

- Enforce stop on red
- Improve enforcement of right on red & other traffic laws

Other (3)

- Design pedestrian access routes in parking lots with tactile edging
- More funding for pedestrian facilities and safety improvements
- A need to link pedestrian facilities and transportation hubs

Recommendations: Metro Bus (13)

Bus Schedules/Lack of Service (5)

Provide feeder connections from subdivisions

Service needed in Clifton

Add weekend service, especially on the Metro Bus 2B

Bring Metrobus 9A back (to its previous route and timetable)

The Metrobus 11Y needs mid-day service

Bus Stops/Shelters (3)

A need for more routes and stops near homes

Eligibility Process (2)

Those with permanent disabilities should get a permanent reduced fare ID

Issue reduce fare IDs in Northern VA near Metrorail stations

Other (3)

WMATA should offer a free ride day to tempt new riders to ride transit 2

There is a need for tactile signage on fare boxes

Recommendations: Fastran (7)

Bus Schedules/Lack of Service (3)

DAR (Dial-A-Ride) needs more hours

Fastran should work with Supportive Employment vendors to provide rides

Be more assiduous in scheduling proper bus for wheelchair clients

Same Day Service (1)

A need for more same-day service

Other (3)

Involve parents and consumers in planning & decision-making

Providers should be allowed to budget for transport

Raise fees and provide scholarships

Recommendations: Metro Rail (9)

Elevators/Escalators (2)

Improve elevator and escalator maintenance

Improve lighting in elevators

Accessibility (3)

A need for more tactile signage

Allow an outside group to monitor WMATA compliance with building codes

Stops should be clearly announced

Other (4)

Lack of bathroom access at Metro rail stations

Recommendations: Medicaid (Logisticare) (4)

Operator/Staff Behavior (2)

Sensitivity training for front line staff

Drivers should be up to date on in-service days - check websites

Monitoring (1)

This provider should be accountable

Safety/Maintenance (1)

Should have check-sheet to note injuries sustained by clients

Recommendations: Seniors On-The-Go! (4)

Same Day Service (4)

Expand this service to include people with disabilities